SJS 44 (Rev. 12/07, NJ 5/08)

CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

TYESHA JACKSON WISE (b) County of Residence of First Listed Plaintiff (c) Adversely's Giran Name, Address, Telephone Number and Email Address) Craig Thor Kimmel & Silverman, P.C. 30 E. Butler Pike Attorney's Giran Name, Address, Telephone Number and Email Address) Attorney of Residence of First Listed Defendant NOTE: DILAND CONDENDATION CASES, USE THE LECATION OF THE LAND INVOLVED Attorney of Residence of First Listed Defendant NOTE: DILAND CONDENDATION CASES, USE THE LECATION OF THE LAND INVOLVED Attorney of Residence of First Listed Defendant NOTE: DILAND CONDENDATION CASES, USE THE LECATION OF THE LAND INVOLVED Attorney of Residence of First Listed Defendants NOTE: DILAND CONDENDATION CASES, USE THE LECATION OF THE LAND INVOLVED Attorney of Residence of First Listed Defendants NOTE: DILAND CONDENDATION CASES, USE THE LECATION OF THE LAND INVOLVED Attorney of Residence of First Listed Defendants NOTE: DILAND CONDENDATION CASES, USE THE LECATION OF THE LAND INVOLVED Attorney of Residence of First Listed Defendants NOTE: DILAND CONDENDATION CASES, USE THE LECATION OF THE LAND INVOLVED Attorney of Residence of First Listed Defendants NOTE: DILAND CONDENDATION CASES, USE THE LECATION OF THE LAND INVOLVED Attorney of Residence of First Listed Defendants NOTE: DILAND CONDENDATION CASES, USE THE LECATION OF THE LAND INVOLVED Attorney of Residence of First Listed Defendants NOTE: DILAND CONDENDATION CASES, USE THE LECATION OF THE LAND INVOLVED Attorney of Residence of First Listed Defendants NOTE: DILAND CONDENDATION CASES, USE THE LECATION OF THE LAND INVOLVED Attorney of Residence of First Listed Defendants NOTE: DILAND CONDENDATION CASES, USE THE LECATION OF THE LAND INVOLVED INVOLVED TO THE STATE CASES OF THE LISTED CONDENDATION CASES. INVOLVED TO THE STATE CASES OF THE LISTED CONDENDATION CASES. INVOLVED TO THE STATE CASES OF THE LISTED CONDENDATION CASES. INVOLVED TO THE STATE CASES OF THE LISTED CONDENDATION CASES. INVOLVED TO THE STATE CASES OF THE LISTED CONDENDATION CASES.	the ettin documentum (s== ii					
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UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be used by counsel to indicate the category of the case for the purpose of assignment to appropriate calendar.						
Address of Plaintiff: 2057 W 6545 Los Angeles (A 4004)						
Address of Defendant: 501) Prudentra Read Hasham PA 19044						
Place of Accident, Incident or Transaction:(Use Reverse Side For Additional Space)						
Does this civil action involve a nongovernmental corporate party with any parent corporation and						
(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))	Yes No					
Does this case involve multidistrict litigation possibilities?	Yes No A					
RELATED CASE, IF ANY:						
Case Number: Judge	Date Terminated:					
Civil cases are deemed related when yes is answered to any of the following questions:						
1. Is this case related to property included in an earlier numbered suit pending or within one year						
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior sui	Yes No C					
action in this court?	it pending of within one year previously terminated					
	Yes No No					
3. Does this case involve the validity or infringement of a patent already in suit or any earlier nu						
terminated action in this court?	Yes No P					
4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights	case filed by the same individual?					
	Yes No No					
CIVIL: (Place ✓ in ONE CATEGORY ONLY)						
A. Federal Question Cases:	B. Diversity Jurisdiction Cases:					
1. □ Indemnity Contract, Marine Contract, and All Other Contracts	1. □ Insurance Contract and Other Contracts					
2. □ FELA	2. □ Airplane Personal Injury					
3. □ Jones Act-Personal Injury	3. □ Assault, Defamation					
4. □ Antitrust	4. □ Marine Personal Injury					
5. □ Patent	5. □ Motor Vehicle Personal Injury					
6. □ Labor-Management Relations	6. □ Other Personal Injury (Please					
	specify)					
7. □ Civil Rights	7. □ Products Liability					
8. □ Habeas Corpus	8. Products Liability — Asbestos					
9. □ Securities Act(s) Cases	9. □ All other Diversity Cases					
10. □ Social Security Review Cases	(Please specify)					
11. All other Federal Question Cases 15 U.S. C. \$1692 (Please specify)						
ARBITRATION CERTIFICATION						
I, (Check Appropriate Cate, counsel of record do hereby certify:						
☐ Pursuant to Local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and be						
\$150,000.00 exclusive of interest and costs;						
□ Relicf other than monetary damages is sought.	~ 1					
DATE: 8-10-11 Cran horkimmel	5 1100					
Attorney-at-Law Attorney I.D.#						
NOTE: A trial de novo will be a trial by jury only if there has been compliance with F.R.C.P. 38.						
I certify that, to my knowledge, the within case is not related to any case now pending or w	ithin one year previously terminated action in this court					
except as noted above.						
DATE 8-10-11 (mig hordinal)	57106					
DATE:	Attorney I.D.#					

CIV. 609 (6/08)

IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

CASE MANAGEMENT TRACK DESIGNATION FORM

E-Mail Address

Tyesha Jackson Wise : CIVIL ACTION NO Fraceneral Systems, Inc. NO.	
NCO Finceneral Systems, Inc. No.	
In accordance with the Civil Justice Expense and Delay Reduction Plan of this court, counse plaintiff shall complete a Case Management Track Designation Form in all civil cases at the tir filing the complaint and serve a copy on all defendants. (See § 1:03 of the plan set forth on the reside of this form.) In the event that a defendant does not agree with the plaintiff regarding designation, that defendant shall, with its first appearance, submit to the clerk of court and serve the plaintiff and all other parties, a Case Management Track Designation Form specifying the to which that defendant believes the case should be assigned.	ne of verse said ve on
SELECT ONE OF THE FOLLOWING CASE MANAGEMENT TRACKS:	
(a) Habeas Corpus – Cases brought under 28 U.S.C. § 2241 through § 2255.	()
(b) Social Security – Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits.	()
(c) Arbitration – Cases required to be designated for arbitration under Local Civil Rule 53.2.	X
(d) Asbestos – Cases involving claims for personal injury or property damage from exposure to asbestos.	()
(e) Special Management – Cases that do not fall into tracks (a) through (d) that are commonly referred to as complex and that need special or intense management by the court. (See reverse side of this form for a detailed explanation of special management cases.)	()
(f) Standard Management – Cases that do not fall into any one of the other tracks.	()
Date Over 5116 2008 Cruig Thereimne Tyesha Jackson Attorney-at-law Attorney for	
215-546-8888 877-788-2864 Kimmelecreditlaw.	com

FAX Number

(Civ. 660) 10/02

Telephone

UNITED STATES DISTRICT COURT FOR THE FASTERN DISTRICT OF PENNSYLVANIA

	EASTERN DISTRICT	OF PENNSYLVANIA					
	TYESHA JACKSON WISE, Plaintiff v. NCO FINANCIAL SYSTEMS, INC., Defendant Defendant	Case No.: COMPLAINT AND DEMAND FOR JURY TRIAL (Unlawful Debt Collection Practices)					
	COMPLAINT						
	TYESHA JACKSON WISE ("Plaintiff"), by her attorneys, KIMMEL & SILVERMAN						
	P.C., alleges the following against NCO FINANG	CIAL SYSTEMS, INC. ("Defendant"):					
INTRODUCTION							
1. Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15							
U.S.C. § 1692 et seq. ("FDCPA"), and the Rosenthal Fair Debt Collection Practices Act, Cal. Civ. Code §§1788-1788.32 ("RFDCPA").							
	JURISDICTION AND VENUE						
	2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which state						
that such actions may be brought and heard before "any appropriate United States district court							
	without regard to the amount in controversy"; 28 U.S.C. § 1331, which grants this court original						
jurisdiction of all civil actions arising under the laws of the United States; and 28 U.S.C. §1367							

which grants this court supplemental jurisdiction over state law claims because those claims are

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related to Plaintiff's federal claims and arise out of the same nucleus of related facts and form part of the same case or controversy under Article III of the United States Constitution.

- Defendant conducts business and has an office in the Commonwealth of 3. Pennsylvania and therefore, personal jurisdiction is established.
 - Venue is proper pursuant to 28 U.S.C. §1391. 4.
 - 5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

PARTIES

- 6. Plaintiff is a natural person residing in Los Angeles, California, 90047.
- Plaintiff is a "consumer" as that term is defined by 15 U.S.C. § 1692a(3). 7.
- Defendant is a national debt collection company with its corporate headquarters 8. located at 507 Prudential Road in Horsham, Pennsylvania, 19044.
- 9. Defendant is a "debt collector" as that term is defined by 15 U.S.C. § 1692a(6), and repeatedly contacted Plaintiff in an attempt to collect a debt.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

PRELIMINARY STATEMENT

The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute, 11. which prohibits a catalog of activities in connection with the collection of debts by third parties. See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the

FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.

- 12. In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § 1692f. The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.
- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.
- 14. Congress enacted the FDCPA to regulate the collection of consumer debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection

practices by debt collectors, to insure that debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

FACTUAL ALLEGATIONS

- 15. At all times relevant to this matter, Plaintiff was an individual residing within the State of California.
- 16. At all times relevant, Defendant conducted business within the State of California.
- 17. Defendant is a third party debt collector as envisioned by the California legislature pursuant to Cal. Civ. Code §1812.700(a).
- 18. Sometime before May 2011, Plaintiff is alleged to have incurred certain financial obligations.
- 19. These financial obligations were primarily for person, family or household purposes and are therefore a "debt" as that term is defined by 15 U.S.C. §1692a(5).
- 20. These financial obligations were money, property, or their equivalent, which is due or owing, or alleged to be due or owing, from a natural person to another person and are therefore a "debt" as that term is defined by California Civil Code §1788.2(d), and a "consumer debt" as that term is defined by California Civil Code §1788.2(f).
- 21. Sometime before May 2011, Plaintiff settled an account with the creditor, AT&T, by paying the amount due and owing.
- 22. Subsequently, the alleged debt was assigned, placed, or otherwise transferred, to Defendant, although no debt was due.

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- 23. Beginning in or around May 2011, Defendant and its employees engaged in debt collection activities including but not limited to telephone calls, seeking payment from Plaintiff for the alleged debt.
- Among the calls, on or around May 11, 2011, Defendant placed a call to 24. Plaintiff's cellular telephone informing her that she owed an outstanding balance of \$26.99 for an alleged AT&T debt, despite the fact that Plaintiff had already settled the account with AT&T.
- 25. Plaintiff became upset and explained to Defendant that the alleged debt had been paid.
- Plaintiff demanded that calls stop, but Defendant did not act in accordance with 26. these instructions.
- 27. Within five (5) days after its initial contact with Plaintiff on May 11, 2011, Defendant failed to send Plaintiff written correspondence advising her of her rights to dispute and/or seek validation for the alleged debt.
- 28. Defendant intended to harass Plaintiff by use of a telephone to obtain payment for a debt which was not owed, on an account for which there was no outstanding balance.
 - 29. Defendant intended to deceive Plaintiff.
- Defendant had in place procedures and policies designed to upset and annoy 30. consumers by means of frequent telephone calls, regarding claims that were dubious and doubtful, expecting that in response, a percentage of persons called would pay the amounts claims to cease the calls.

CONSTRUCTION OF APPLICABLE LAW

The FDCPA is a strict liability statute. Taylor v. Perrin, Landry, deLaunay & 31. Durand, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer

need not show intentional conduct by the debt collector to be entitled to damages." Russell v. Equifax A.R.S., 74 F. 3d 30 (2d Cir. 1996); see also Gearing v. Check Brokerage Corp., 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); Clomon v. Jackson, 988 F. 2d 1314 (2d Cir. 1993).

- 32. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA) 15 U.S.C §1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." Johnson v. Riddle, 305 F. 3d 1107 (10th Cir. 2002).
- 33. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano v. Harrison, 950 F. 2d 107 (3rd Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less experienced." Id. The least sophisticated consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. Clomon, 988 F. 2d at 1318.

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COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 34. In its actions to collect a disputed debt, Defendant violated the FDCPA in one or more of the following ways:
 - a. Defendant violated of the FDCPA generally;
 - b. Defendant violated §1692d of the FDCPA by harassing Plaintiff in connection with the collection of an alleged debt;
 - c. Defendant violated §1692e of the FDCPA by using false, deceptive, or misleading representations or means in connection with the collection of a debt;
 - d. Defendant violated §1692e(2)(A) of the FDCPA by falsely representing the character, amount, or legal status of any debt;
 - e. Defendant violated §1692e(10) of the FDCPA by using false representations or deceptive means to collect or attempt to collect a debt;
 - f. Defendant violated §1692f of the FDCPA by using unfair and unconscionable means with Plaintiff to collect or attempt to collect a debt;
 - g. Defendant violated §1692g of the FDCPA by failing to send written notification, within five (5) days after its initial communication with Plaintiff, advising Plaintiff of her rights to dispute the debt or request verification of the debt; and
 - h. Defendant acted in an otherwise deceptive, unfair and unconscionable manner

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and failed to comply with the FDCPA.

COUNT II VIOLATION OF THE ROSENTHAL FAIR DEBT COLLECTION PRACTICES ACT §§ 1788-1788.32 (RFDCPA)

- 34. Plaintiff incorporates by reference all of the above paragraphs of this Complaint as though fully stated herein.
- 35. The Rosenthal Fair Debt Collection Practices Act ("RFDCPA"), Cal. Civ. Code §§1788-1788.32, prohibits debt collectors from engaging in unfair or deceptive acts or practices in the collection of consumer debts and to require debtors to act fairly in entering into and honoring such debts. See Cal. Civil Code § 1788.1(b).
- 36. Plaintiff avers that Defendant performed debt collection activities in an attempt to collect a debt allegedly owed to it.
- 37. In those instances where Defendant preformed debt collection activities, Defendant's conduct violated the RFDCPA.
 - 38. Plaintiff is a "person" as that term is defined in Cal. Civ. Code § 1788.2(g).
 - 39. Plaintiff is a "debtor" as that term is defined in Cal. Civ. Code § 1788.2(h).
- 40. Defendant is a "debt collector" as that term is defined in Cal. Civ. Code § 1788.2(c).
- 41. Defendant's conduct violated the RFDCPA in multiple ways, including but not limited to:
 - (a) Collecting or attempting to collect from the debtor the whole or any part of the debt collector's fee or charge for services rendered, or other expense incurred by the debt collector in the collection of the consumer debt, except as permitted by law in violation of Cal. Civ. Code § 1788.14(b);

42. As a result of Defendant's violations of the RFDCPA, Plaintiff is entitled to any actual damages pursuant to Cal. Civ. Code § 1788.30(a); statutory damages for a knowing or willful violation in the amount up to \$1,000.00 pursuant to Cal. Civ. Code § 1788.30(b); and reasonable attorney's fees and costs pursuant to Cal. Civ. Code § 1788.30(c) from Defendant.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff, TYESHA JACKSON WISE, respectfully prays for a judgment as follows:

- a. All actual compensatory damages suffered pursuant to 15 U.S.C. § 1692k(a)(1);
- b. Statutory damages of \$1,000.00 for the violation of the FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);
- c. Statutory damages of \$1,000.00, pursuant to California Civil Code § 1788.30(b);
- d. All reasonable attorneys' fees, witness fees, court costs and other litigation costs incurred by Plaintiff pursuant to 15 U.S.C. § 1693k(a)(3) and California Civil Code§ 1788.30(c); and
- e. Any other relief deemed appropriate by this Honorable Court.

DEMAND FOR JURY TRIAL

PLEASE TAKE NOTICE that Plaintiff, TYESHA JACKSON WISE demands a jury trial in this case.

DATED: 3-10-11

RESPECTFULLY SUBMITTED,

KIMMEL & SILVERMAN, P.C.

By:

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